

Frequently Asked Questions

Does ADAMH provide services to people who can't afford to pay?

ADAMH-funded services are offered on a sliding-fee scale, making them affordable for any county resident, regardless of income. For more information call ADAMH at 224-1057.

How do I adopt a dog from the Franklin County Dog Shelter?

Prospective adopters can view dogs or puppies that are available for adoption by visiting the Dog Shelter during open hours or logging onto the Shelter's Web site at www.FranklinCountyDogs.com . After approval is granted for the adoption, the dog receives all of the necessary vaccinations, a dog license, a leash, a matching collar and other goodies. Instructions are given for proper care and medical follow up by a veterinary technician. Call the shelter at 462-4361 for more information.

How do I apply for a job with Franklin County?

Persons interested in posted employment opportunities in the board of commissioners' organization can apply by sending a resume or completing an employment application. Applications are available on the board of commissioners' Web site at www.franklincountyohio.gov/commissioners

How do I adopt a child in Franklin County?

Many adoptive families are needed in Franklin County for waiting children. Prospective parents can call 341-6060 for more information or to get started in the process. The requirements to adopt are simple. Families can be single, married, widowed or divorced. Prospective parents should be at least 18 years of age, live Franklin County residents and be self-supporting.

How do I obtain an annexation application?

Annexation applications are available on the Development Department Web site www.franklincountyohio.gov/development or by calling 462-3094.

How do I find information about auto titles?

The clerk of courts Web site, www.franklincountyclerk.com has a list of addresses, maps, required forms and frequently asked questions for both the Auto Title and Legal Divisions.

or can be obtained by visiting the Human Resources Department at 373 S. High St., 25th floor. (The Human Resources Department accepts applications only for the Board of Commissioners and it's agencies).

How can I become a foster parent in Franklin County?

Foster parents provide a vital service to children in this community and to Children Services. Interested families can call 341-6060 for more information or to get started in the process. Prospective foster parents should be at least 21 years of age, live in Franklin County and be self-supporting. Families can be single, married, widowed or divorced.

How do I receive a building permit?

Call 462-3166 or visit the Development Department Web site at www.franklincountyohio.gov/development.

What is the difference between the County's Clerk of Courts' Office and the County Municipal Clerk?

The clerk of courts' office processes records for civil cases over \$15,000 and criminal felony cases, as well as for Franklin County Domestic and Juvenile Courts, and the 10th District Court of Appeals. The municipal clerk processes records for criminal misdemeanor cases and civil actions under \$15,000.

How can I participate in Franklin County's budget process?

The Franklin County Board of Commissioners approves the county's annual budget each fall. Prior to the budget's approval, the commissioners hold a series of budget hearings to encourage residents to provide input as the commissioners consider budgetary priorities. For more information about the annual budget hearings or Franklin County's budget, visit www.franklincountyohio.gov/budget.

Does Franklin County Dog Shelter accept cats or other animals?

The Franklin County Dog Shelter is a dog only facility. However, the Shelter will accept a cat or a wild animal if it has been involved in a bite to a human and needs to be tested for rabies. Call the shelter at 462-4360 for more information.

Where can I get information about the Columbus Clippers?

Check out the Columbus Clippers Web site at www.clippersbaseball.com or call the Clippers office at 462-5250 for information about game schedules, current roster and purchasing tickets. You may also purchase tickets at ticket windows (open one hour prior to game time).

Where can I get information about Columbus Zoo & Aquarium?

Check out the Columbus Zoo & Aquarium Web site at www.columbuszoo.com or call 645-3550. You can also purchase a membership on Zoo grounds at the membership window or by calling 645-3489.

How do I schedule a meeting to discuss conservation opportunities on my property?

Call the Franklin Soil and Water Conservation District office at 801-9450 with concerns about conservation opportunities and you will be directed to the correct contact person. They provide assistance in the areas of drainage, erosion control, stream bank stabilization, conservation easements, and soil suitability.

How do I obtain a copy of the county's financial report?

The complete financial report (CAFR) and highlights of that report (PAFR) are available at www.franklincountyauditor.com. To obtain a bound copy or a CD, submit your written request to:
Franklin County Auditor, Fiscal Services Division,
373 S. High St., 21st Floor, Columbus, OH 43215.

Where can I find more information about criminal justice grants?

Justice Programs Unit agency representatives, who can be reached at 462-5577, can assist any community member with information regarding criminal justice grants. Additional contacts include the Office of Criminal Justice Services and the Department of

How do I file a complaint about a county driver?

Fill out the [County Driver Issue/Feedback Form](#)

How do I get information about the county surplus property sale?

You can check out online auction items at www.govdeals.com. You can also call the surplus inventory coordinator at 462-7258 or visit our Web site at www.franklincountyohio.gov and click on "Public Facilities Management"

How do I find out my domestic/ juvenile court date?

Call 462-4426 or 462-5360.

How do I purchase a dog license?

Dog licenses can be purchased in person at the Franklin County Dog Shelter (1731 Alum Creek Dr.) or the Franklin County Auditor's Office (373 S. High St., 21st Floor). You can also apply online at www.franklincountyauditor.com or by calling the Consumer Services Division

Youth Services. Excellent federal Web sites to review criminal justice information include the Bureau of Justice Statistics, the Office of Juvenile Justice and Delinquency Prevention and the Department of Justice.

Where can I get literature on emergency preparedness?

For more information, call the Emergency Management Agency at 469-9700 or visit their Web site at www.emafc.com

Where can I learn more about environmental education?

The Franklin Soil and Water Conservation District, Environmental Education Team, offers presentations for classes and youth groups and workshops for educators. They also provide resources and activities on specific environmental topics and lend educational kits concerning soil, trees, water and water quality. For more information, call the Franklin Soil and Water Conservation District office at 801-9450.

How do I establish paternity through the CSEA?

If you are receiving Ohio Works First (OWF) benefits, the Franklin County Department of Job & Family Services will automatically refer your case to the CSEA for paternity establishment. If you are not receiving OWF benefits and are interested in pursuing paternity establishment and receiving follow-on child support services, you can request that an enrollment packet be mailed to you by calling the agency at 462-3275.

at 462-3260. You must provide proof of a current rabies vaccination before you are able to purchase a dog license for any dog or puppy three months of age or older.

How do I obtain community employment training through MR/DD?

For information about community employment, call ARC Industries, Inc. at 475-6440, ext. 215 and ask to speak to someone in the Employment Services Department.

What is the easiest way to establish paternity for my child?

If you are currently pregnant and facing an out-of-wedlock birth, you can contact the social worker at your prospective hospital for more information concerning in-hospital, paternity establishment (post delivery) through completion of the Acknowledgment of Paternity Affidavit. This is the quickest method available for paternity establishment. However, in order to go this route, the baby's father must be willing to cooperate and must sign the affidavit.

How do I obtain estate tax forms?

Phone the Estate Tax Division at 462-3235 and forms will be mailed to you. You may download documents from the auditor's Web site at www.franklincountyauditor.com.

How do I find more about family assessment?

Call 462-4460 or go to www.fccourts.org/DRJ/brochures.html

How can I obtain assistance finding a job?

JobSight offices are located at all five Department of Job and Family Services Community Opportunity Centers and have staff available to assist with job searches, resume writing services and current labor market trends. The offices are accessible to everyone and offer some job search resources that are available without an appointment. For more information, visit our Web site at www.franklincountyohio.gov/jafs

How much does it cost to transfer an auto title?

Please check the clerk of courts Web site, www.franklincountyclerk.com. Click on the "Forms/Applications" button, and then click on the specific division (Auto Title, Domestic, etc.). There is a separate fee schedule form for each division.

How do I prepare my family for an emergency or disaster?

The American Red Cross recommends following these 4 steps to prepare for an emergency or disaster:

- Find out what could happen to you: contact your local emergency management or civil defense office and American Red Cross Chapter
- Create a disaster plan
- Make a checklist of actions you can take to better prepare yourself and your family.
- Practice and maintain your plan.

For a complete guide to disaster preparedness, contact the Franklin County Emergency Management Agency at 469-9700 or visit their Web site at www.emafc.com.

Additional information is available through:

- The American Red Cross of Greater Columbus
253-2740
www.columbus.redcross.org
- The U.S. Department of Homeland Security
1-800-BE-READY
www.ready.gov

Where do I get a flu shot?

The Franklin County Board of Health typically provides flu shots throughout the community during November and December of each year. For more information, call the Board of Health at 462-3160 or visit our Web site at www.franklincountyohio.gov and click on "Board of Health."

How do I apply for food stamps?

The Department of Job & Family Services takes food stamp applications in person at all five of our Community Opportunity Centers. Food stamp eligibility is based on monthly gross income, family size and living expenses. For more information, visit our Web site at www.franklincountyohio.gov/jafs or call us at 462-4000.

What does the Franklin County Board of Commissioners do?

The Franklin County Board of Commissioners serves as the administrative head of Franklin County Government. Together, the three-member board manages nearly \$1.2 billion in county funds, more than 130 county-owned buildings and serves as the county's sole contracting and taxing authority. For more information on the commissioners, call 462-3322 or visit www.franklincountyohio.gov and click on "Board of Commissioners."

How do I contact the Franklin County Board of Commissioners?

You can contact the board by e-mail at commissioners@franklincountyohio.gov or you can reach each commissioner individually:
Commissioner Dewey R. Stokes
462-3461
Commissioner Arlene Shoemaker
462-5729
Commissioner Mary Jo Kilroy
462-5589

How do I get to the Franklin County Courthouse Complex?

The Franklin County Courthouse Complex is located on the corner of High and Fulton Streets. Directions to the complex can be found at www.franklincountyohio.gov.

Where can I get an additional copy of the "Franklin County Government Resource Guide"?

The "Franklin County Government Resource Guide" contains a comprehensive list of county agencies, officeholders and services. You can request a free copy of the "Resource Guide" by calling 462-6638

Can Franklin County help with home repair?

Yes. Our Department of Community and Economic Development provides home rehabilitation loans to income eligible families in amounts up to \$25,000. This money can be used for the repair of major home systems such as windows, furnaces,

Can Franklin County help me buy a home?

Yes. The Department of Community & Economic Development's Down Payment Assistance program is designed to promote home ownership by providing up to \$5,000 in down payment and closing costs on new or

siding, plumbing and electrical systems. Grants are also available under this program for the removal of leadbased paint hazards from the home. For more information, call 462-5631.

How do I report illegal dumping?

Franklin County residents can report littering or the illegal dumping of trash by calling the Nail-A-Dumper hotline at 871-5322 or by visiting www.nailadumper.com. Both are available 24 hours a day, seven days a week.

Where can I find more information on current justice programs?

You can obtain information on current justice programs by contacting the Justice Programs Unit and requesting a copy of the Franklin County asset inventory. The Justice Programs Unit Web site at www.franklincountyohio.gov/jpu provides information on projects that are currently being funded.

How do I find out if there is a lien on my property?

To find out if you have a lien on your property, you may search the Franklin County recorder's Web site at www.franklincountyohio.gov/recorder or call 462-3930 and speak to a representative of the recorder's office.

How do I find out about mediation services?

Call 462-6640 or go to www.fccourts.org/DRJ/brochures.html

existing homes. These funds are available to income eligible families who are purchasing a home in Franklin County (outside of the city of Columbus.) For more information on these programs, call 462-5631.

Where can I view county invitations to bid/requests for proposals?

Visit the Franklin County Purchasing Department Web site at www.franklincountyohio.gov/bidops.

How do I access Franklin County Common Pleas and Domestic Court legal records?

Stop by any one of our legal divisions located in the Franklin County Government Complex. One of our staff members will be happy to help you get started. For more information on specific legal division locations, call 462-3600.

How do I obtain living will forms?

Visit the Franklin County recorder's Web site at www.franklincountyohio.gov/recorder and click on the "living will forms" link or visit our office on the 18th floor of the Franklin County Courthouse (373 S. High St.).

How do I receive mental health and substance abuse services available to the community?

ADAMH purchases care for Franklin County residents from mental health and recovery experts including more than 45 contract providers you know and trust located in neighborhoods throughout Franklin County. These community not-for-profit agencies provide quality mental health and

alcohol/drug prevention and treatment services and are our community's safety net for recovery care. Call ADAMH at 224-1057 for more information.

How do I get immediate help for a mental health or substance abuse emergency?

Individuals who are experiencing mental health, alcohol and drug abuse problems may contact ADAMH's front door, NetCare Access at 276-CARE (2273) 24 hours a day, seven days a week for crisis and assessment services in Franklin County.

How do I file personal property tax returns for my business?

The county return of taxable business property is due April 30. Taxpayers unable to meet the deadline may request an extension. Call the auditor's office at 462-3230 for assistance or visit www.franklincountyauditor.com

How do I estimate how much a proposed property tax levy will cost me?

Visit the auditor's property search page at www.franklincountyauditor.com for an individualized levy cost estimate. You may also call 462-HOME (4663).

How do I determine my property's appraised value?

View property appraisal data using the "property search" option at www.franklincountyauditor.com You may also call the auditor's real estate hotline at 462-HOME (4663).

How do I find out personal property tax due dates?

When Form 920 is timely filed with the county auditor, one-half of the total tax must be paid at the time of filing. The county treasurer mails a bill for the second half balance due. The concluding payment is due September 20th.

Information is also available by visiting our Web site at

www.franklincountyohio.gov/treasurer , by calling the treasurer's office at 462-3438 or by e-mailing questions to Richard_Cordray@franklincountyohio.gov

How do I obtain prisoner information?

Prisoner information can be obtained by calling 462-3368 or 462-7100.

How do I apply for the 2.5% property tax rollback for owneroccupied residential property?

Homeowners may receive the tax reduction on their primary residence. Call 462-HOME (4663) or complete an application on the Auditor's Web site.

How do I obtain a real estate tax reduction as a senior citizen?

Homeowners who are age 65 or older who meet income eligibility guidelines may qualify for a property tax reduction. Call the treasurer's office at 462-3240 to learn more.

How do I make a partial payment on my real estate taxes or establish a delinquent tax payment plan?

Recent legislation now allows the county treasurer to accept partial payments. Any partial payment sent will be credited to your account, however, penalties and interest will continue to accrue on any unpaid balance. Delinquent tax payment plans are available under certain circumstances. Please contact the treasurer's Delinquent Tax Division at 462-3438, or e-mail questions to Richard_Cordray@franklincountyohio.gov

How do I register to vote?

Visit the Franklin County Board of Elections Web site at

www.franklincountyohio.gov/boe and complete a voter registration form online.

You can also register to vote:

- At any county board of elections or the secretary of state's office
- At any public high school or vocational school
- At the offices of designated agencies which provide public assistance or disability programs
- Public libraries
- At the county treasurer's office
- By mail.

You may request a registration form from a board of elections or the secretary of state's office by mail, telephone or in person. After completing the form, return it to the board of elections or secretary of state's office by mail. For more information, please call the Franklin County Board of Elections at 462-3100.

Who do I call to report child abuse?

Anyone can report child abuse or neglect by calling our 24-hour hotline number at 229-7000. Abuse reports can remain anonymous. Any professional

How do I apply for direct debit or monthly pre-pay programs to pay my real estate taxes?

Monthly pre-payments and direct debit application information can be obtained by visiting our Web site at

www.franklincountyohio.gov/treasurer

You can also make a written request or call the treasurer's office at 462-3438, or e-mail questions to

Richard_Cordray@franklincountyohio.gov.

How do I report a gasoline pump, price scanner or retail scale that I think is operating incorrectly?

Contact the Franklin County Auditor's Office at 462-3742. You may also submit an online complaint form on the Auditor's Web site at

www.franklincountyauditor.com

Where do I report suspected abuse, neglect, or exploitation of the elderly?

In Franklin County, incidents of suspected abuse, neglect or exploitation of the

working with children is mandated to report suspected abuse or neglect.

elderly should be reported to Adult Protective Services (APS) at 462-4348, Monday through Friday, 9 a.m. to 5 p.m. and evenings, weekends and holidays leave a voice message at 462-4356.

How do I obtain current road and bridge project information?

You may call the Engineer's Office at 462-3030 or visit our Web site www.fceo.co.franklin.oh.us

How do I obtain a Franklin County road atlas?

The atlas, our map in book form, is available at a nominal cost of \$1.00 and available at the engineer's office located at 970 Dublin Road. The map and atlas can also be obtained at the engineer's Tax Map Division Office at 373 South High Street, 19th floor.

How do I obtain a free Franklin County road map?

The map is free to the public and may be picked up from the engineer's office at 970 Dublin Road, between 7:30 a.m. and 4:30 p.m. Maps are also available in our front parking lot from a box accessible from your vehicle 24 hours a day and at most libraries and deputy registrars.

How do I find important information about senior services in Franklin County?

The "Senior Citizen Information Handbook," provided by the Franklin County Office on Aging, is designed to link Franklin County's older adults and their families with services that promote independent living. The handbook entries contain valuable information about agencies and services in Franklin County that primarily serve or support older adults and families or caregivers. The publication is available free of charge and also highlights the services offered by Franklin County Senior Options. For copies, call the Franklin County Office on Aging at 462-5230.

How would I locate services for my elderly parent who lives alone in Franklin County?

Franklin County Senior Options helps Franklin County older adults age 60 and older remain independent and safe in their homes by providing community based services. A single call to 462-6200 can link older adults and their families with a case manager who can answer questions, determine the current need, and create a plan for services. Services are provided on a cost-sharing basis to those with a demonstrated need.

How do I view the sheriff's sexual offender database?

The sheriff's office Web site address is www.sheriff.franklin.oh.us. Once on the site, click on "Sexual Offender Database."

How do I learn about supported living and group homes provided by MR/DD?

For information about supported living options and group homes, call the Service Coordination Department at 464-2743.

How do I prepare my family for a tornado?

Getting safe doesn't take a lot of time. As soon as you know a tornado is in the area, go to a safe place immediately. If you are at home go to the basement and get under the stairs or a heavy table. If your home doesn't have a basement, find an

How and where do I get a sewer repair permit?

Call the Sanitary Engineer's office at 462-3940 and ask to speak with the operations superintendent. He can provide you with information on the cost of the permit and schedule a time for you to come into the office to pick up your permit.

How do I apply for subsidized childcare?

The Department of Job & Family Services has applications for subsidized childcare available at all five of our Community Opportunity Centers or you may call 719-8627 to request an application by mail. Our agency also offers child care provider certification programs. For more information on these programs, contact the Child Care Certification Unit at 719-8627.

What is the sheriff's office nonemergency number?

462-3333

How much does it cost to transfer an auto title or to file a legal document?

Please check the Clerk of Courts Web site, www.franklincountyclerk.com. Click on the "Forms/Applications" button, and then click on the specific division (Auto Title, Domestic, etc.)

interior room with no windows on the first floor. It is a good idea to already have planned for a tornado emergency by picking your safe location in advance. Once you know where to go, make sure that the room or area has a battery operated radio and flashlight. For more information, visit the Emergency Management Agency Web site at www.ema.fc.com or call the agency at 469-9700.

How do I search for unclaimed funds?

The Auditor's Fiscal Services Division serves as trustee of the county's unclaimed funds and wages accounts, and processes valid claims. Search for unclaimed funds at www.franklincountyauditor.com

Where can I find more information about the Franklin County vehicle auction?

Visit the [Fleet Management Department](#)

How do I obtain a vendor's license?

Vendor's licenses are available at the auditor's office, 373 S. High St., 21st Floor. Call 462-3260 for more information.

There is a separate Fee Schedule Form for each division.

How can I reduce my monthly utility costs?

The Department of Community and Economic Development Home Weatherization program is designed to help eligible families to weatherize their homes to enhance energy efficiency and reduce utility costs. We'll do an energy audit of your home to determine the need for additional insulation and furnace repair or tune-up. For more information, call 462-5631.

Can I complete vendor registration online?

Visit the Franklin County Purchasing Department Web site at www.franklincountyohio.gov/bidops and click on "Vendor Registration"

How do I find out about Veterans Memorial exhibit/convention space availability?

Contact General Manager Richard Nolan or Assistant Manager Melody Stevens.
Phone: 221-4341
Fax: 221-8422
E-mail: info@fcvm.com

How do I find out about Veterans Memorial upcoming events?

Call 221-4341 or check out the Veterans Memorial Web site at www.fcvm.com

I live in Franklin County and have water and sewer service provided by the county. How can I find out the location of water and sewer lines on my property?

Call the Sanitary Engineers Office at 462-3940 and ask to speak with the operations superintendent or with one of our billing clerks. They will set up a time for one of our people to come out to your property and mark the runs on your lines.

Where do I park when I am visiting county buildings?

Franklin County Government Complex

- Parking garage at 34 East Fulton St.
- Parking garage at 399 South Front St. Memorial Hall
- Surface lot parking adjacent to facility (enter from Gay St.)

Parking at both facilities cost \$5 per day.

Parking is free at most other county facilities. Call 462-3800 with parking questions or visit our Web site at www.franklincountyohio.gov and click on "Public Facilities Management.

How do I find out more about veterans services?

The Veterans Service Commission encourages you to visit our office at 250 W. Broad St. or call us at 462-2500 if you need help or have questions pertaining to financial assistance, veteran's benefits or entitlements.

Does Franklin County have a Web site?

Yes, Franklin County's home page can be viewed at www.franklincountyohio.gov This site has a wealth of information about county programs and services as well as links to the county's elected officials, agencies, boards, commissions and departments.